

## CITY OF TUALATIN Classification Description

**Job Title:** Public Services Assistant  
**Department:** Community Services – Library  
**Reports To:** Library Public Services Supervisor  
**FLSA Status:** Non Exempt

**SUMMARY:** Performs a variety of paraprofessional librarian duties in the Public Services section of the library. Assists the Public Services Supervisor with maintenance of library collection. Assists groups and individuals in locating and obtaining library materials. Provides daily reference and readers' advisory assistance at library information desks.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Understands emergency procedures and is able to act accordingly. May act as Person in Charge, including responsibility for opening and closing procedures.

Monitors patron behavior and ensures positive and harmonious interaction of relationships amongst patrons and library staff. Assists in the overall security of the library and its premises. [added for consistency]

Trains, assists and directs volunteers; participates in recognition and appreciation of volunteers.

In coordination with Programming Specialist or Librarian II, and under the direction of the Public Services Supervisor, delivers programs and activities.

~~May perform general reference assistance. Responds to requests for information on reference subjects, including formulating and processing online search requests. Explains the use of print and electronic reference resources to individuals or groups. [duplicated statement]~~

Responds to requests for information on basic reference subjects, including formulating and processing online search requests. Assists patrons in locating and obtaining materials and information. [preferred statement, moved up]

Instructs patrons, formally and one-on-one, in the use of library resources. Assists patrons in the use of computers and related technology. [preferred statement]

Provides readers' advisory services to patrons of all ages for all formats, interests, and abilities verbally and through electronic and print formats

Provides interlibrary loan services under the direction of Supervisor or Librarians.

Under the direction of the Public Services Supervisor and/or Librarian II, selects and de-selects materials for the library collection in accordance with professional practices and standards.

~~Demonstrates how to use the public access catalog or electronic resources. [duplicated statement]~~

~~Serves as Person in Charge in the absence of library Supervisors and Librarians. [duplicated statement]~~

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Continually improves quality service and participates in professional development activities. May represent the library and/or city at community events and in local, county, state and regional meetings. [changed for consistency]

~~Responds to requests for information on basic reference subjects, including formulating and processing online search requests. Demonstrates how to use the public access catalog or electronic resources. Troubleshoots problems with public computers.~~

Provides limited technical and troubleshooting support for library computers and other technologies. [our preferred statement]

**SUPERVISION:** Supervision of other employees is not a responsibility of this position. May direct the activities of temporary staff and volunteers, and assist with their training.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Computer Skills:** Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a public library. Working knowledge of productivity software, internet services and social media. Ability to troubleshoot minor computer and equipment problems.

**Language Skills:** Ability to communicate effectively in English in oral and written form. Ability to respond to inquiries from patrons. Ability to write correspondence and reports that conform to a prescribed style and format. Ability to effectively present information to a wide range of individuals or groups in written or oral format. Ability to give instructions on the use of catalogs, indexes, research tools, databases and reference materials.

**Other Skills and Abilities:** Knowledge of the mechanics of library operation, or ability to acquire that knowledge through training. Knowledge of modern office practices and procedures including computer skills. ~~Ability to serve the public in a friendly yet businesslike manner.~~ Ability to learn new tasks. ~~Ability to organize, file and maintain accurate records.~~ ~~Ability to type and spell accurately.~~ ~~Ability to maintain effective working relationships with co-workers.~~ [duplicated statement; moved for consistency]

**Reasoning Ability:** Ability to respond effectively and tactfully to common inquiries or complaints from patrons, other agencies, or members of the library and City staff. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to organize and prioritize multiple tasks and duties. ~~Ability to serve the public in a friendly yet businesslike manner and to maintain effective working relationships with other employees.~~ [consistent statement]

**Technical Skills:** Basic knowledge of library Science theory and practice. Ability to organize, file and maintain accurate records.

**Certificates, Licenses, Registrations:** Possession of, or ability to obtain possession of, a valid Oregon driver's license. CPR/AED/SFA certified, or ability to obtain such training within the time frame determined by management.

**EDUCATION and/or EXPERIENCE:** Graduation from a four-year college or university with a minimum of two years related experience working in a public library which ensures basic knowledge of public library philosophy, practices and procedures, current trends in library services, popular literature, and children's literature, as well as basic reference materials and resources. Bilingual speaking ability is highly desirable.

Any satisfactory equivalent combination of education, experience and training which ensures the ability to perform the work may substitute for the above qualifications.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is required to frequently stand, sit, reach with hands and arms, and stoop, kneel, or crouch. The employee is occasionally required to walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. The employee must be able to move wheeled carts weighing up to 100 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Must be able to distinguish numbers and characters on an electronic screen. Must be able to efficiently use a computer keyboard and mouse.

Duties of this position are usually performed in an indoor environment, involving heavy public contact with a

usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays. Ability to ~~regularly~~ attend out-of-town meetings is required.